



OrderPro Frequently Asked Questions

Target Audience

Channel Partners, Channel Account Managers, Customer Fulfillment Leaders, Sales teams, and Channel Implementation Primes within the Enterprise business.

INTRODUCTION

OrderPro is a PC-based software application used during a Meridian 1 to Succession 3.0 upgrade to translate a PBX's current capabilities/capacities to their equivalent in the new Customer Value Software Delivery (CVSD) structure. The translation is based on information OrderPro gathers by querying the Meridian 1 system-hardware and software.

The OrderPro specific questions begin on page 9.

SUCCESSION 3.0

Q1: What is Succession 3.0?

A: Succession 3.0 is the next generation software that runs on both Meridian 1 and Succession 1000. On a Meridian 1 and Succession 1000 it represents the most current software release and provides enhanced features. When Succession 3.0 is combined with a Signaling Server on a Meridian 1, the Meridian 1 is transformed into a Succession 1000M, a highly reliable, fully redundant and highly scalable call server complementing the current Succession 1000.

Q2: Will upgrades to Release 25.40 be orderable once Succession 3.0 is available?

A: No - Upgrades to Release 25.40 will not be available once Succession 3.0 starts shipping.

Q3: What is the lifecycle status of software releases 25.xx after Succession 3.0 is released?

A: The installed base of release 25.xx will be sustained, meaning customers can expand TNs and add features. All new systems will ship with Succession 3.0 software and all upgrades will be to Succession 3.0 only. Similarly, Succession 2.0 will be sustained. All price books & Meridian Configurator will continue to support this activity.

CUSTOMER VALUE SOFTWARE DELIVERY (CVSD)

Q4: What is Succession 3.0's Customer Value Software Delivery?

A: Customer Value Software Delivery (CVSD) is a simplified User/ISM Based Software Pricing structure that provides merchandisable software capability and the ability to provide transferable software capacity in a customer's network. Moving from the current Meridian software structure to CVSD will involve a translation from the targeted Meridian system's current capabilities and capacities to the equivalent CVSD software levels and ISM parameters. The only means for a Release 15 or later system to perform this translation is through the use of OrderPro.

Q5: What are the CVSD Software Service Levels? What switch capabilities fall within each category?

A: Five Service Level classifications have been defined to which the numbered Meridian software option packages have been mapped. When OrderPro is run for upgrades, a switch is categorized based on a comparison of the installed Meridian 1 software option packages to the five new Service Levels. The Service Levels include:

Level 1: Business Services

- Analog and Digital Trunking to Central Office (ISDN PRA)
- POTS Level Telephony Service
- Voice Services Connectivity
- Messaging - Call Pilot and Meridian Mail Connectivity
- Basic ACD Functionality (ACD A and B)
- RAN, Do Not Disturb, ANI, NCOS, Alternate Route Selection
- HVS, Maid ID, IVR, NI-2 Basic Call, Corporate Directory
- M3900 and Internet Telephones

EXAMPLE: A hospitality system or stand alone POTs service with basic Central Office connectivity

Level 2: Enhanced Business Services (includes Level 1 plus the following)

- Multi-Customer, Multi-Tenant,
- Meridian Link & MAT/OTM Data Buffering
- ISDN Signaling, Adv- ISDN Network, ACD Load Management & Reporting
- Enhanced Telephone Features: Virtual Office
- Call Park Network, Advanced ISDN services, CLID in CDR
- Network Authorization Code
- ACD C1 & C2, Priority Q, ISL, QSIG, NI-2 Name Display
- IP Peer H323 and Branch Office

EXAMPLE: Stand alone system with enhanced telephony features and enhanced Central Office connectivity

L3a: Advanced Call Centre Services (includes level 2 plus the following)

- Symposium Call Centre Services
- Symposium Express
- TAPI Server
- ACD Call Centre Management Security & Reports
- Multiple Q assignment
- M911 Enhancements, ACD Activity Code

EXAMPLE: Call Centre with Symposium Call Centre Services

L3b: Advanced Network Services (includes level 2 plus the following)

- Private Enterprise Networking
- Call Tandeming for Dedicated Private & Virtual Private Networks
- QSIG Services and MCDN
- Network Speed Call, NMS, NAS, VNS, Feature Group D
- Network Call Transfer, MWI with DMS, QSIG-GF

EXAMPLE: Enhanced private networking switches

L4: Premium Network Services (includes level 3a + 3b plus the following)

- NACD and Queue to NACD for CCR
- Q on NACD
- **EXAMPLE:** A system requiring both Advanced Call Center features and Private Networking, or Networked Call Centre (Symposium or third party)

Q6: How are the ISMs and the Software Service Levels related?

A: Service ISMs are directly related to the five Service Levels. Five order codes are defined for each Service ISM – one for each Software Service Level. These are chargeable ISMs. Prices increase for Service ISMs, or users, as the Service Level increases. The higher the Service Level, the higher the price. For example, 8 Digital User ISMs at Level 2 Enhanced Business Services will cost more than 8 Digital User ISMs at Level 1 Business Services. Service ISMs for a specific Service Level will cost the same for all machine types. This means that 8 Digital Users for Level 1 will cost the same for an Option 11C as they will for an Option 81C.

All of the Service ISMs on a system must be at the same level. This means you can not have Digital User ISMs at one level while your Analog User ISMs are at another. All of the Service ISMs must be set to the same level.

The 5 Service Levels themselves are not orderable. Ordering all of the Service ISMs, or users, for the system at a specific service level, will turn on all the features in that level on your keycode.

The System ISMs are independent of the Service Levels. Each system ISM has one code with one price that can be purchased without reference to the system's Service Level.

DSN uses the same Service ISMs and System ISMs to provide commercial values to the Federal Government users. A DSN Increment code is required to provide the additional features required for DSN.

Q7: Which ISMs are Service ISMs and which are System ISMs in CVSD? What are the default values for New Systems and increment values that can be ordered for each?

A: Service ISMs

1. Service ISMs are Service Level dependent.
2. Five codes will be used per ISM type, one for each Service Level.
3. All Service ISMs on a particular switch must set to the same Service Level. For example all Digital User ISMs and all Analog User ISMs must be at the same Service Level such as Service Level 2 (Enhanced Business Services).
4. The following is a list of all Service ISMs

ISM Mnemonics	New System Default Setting by System Type	Order Increment for New Systems and Expansions	Notes
Analog User ISM	0 – Option 11C 0 – Option 61C/81C 0 – 1000 0 – 1000 M 0 – 1000 M-SG/MG	8 – Option 11C 8 – Option 61C/81C 8 – 1000 8 – 1000 M 8 – 1000 M-SG/MG	
Class User ISM	0 – Option 11C 0 – Option 61C/81C 0 – 1000 0 – 1000 M 0 – 1000 M-SG/MG	8 – Option 11C 8 – Option 61C/81C 8 – 1000 8 – 1000 M 8 – 1000 M-SG/MG	
Digital User ISM	0 – Option 11C 0 – Option 61C/81C 0 – 1000 0 – 1000 M 0 – 1000 M-SG/MG	8 – Option 11C 8 – Option 61C/81C 8 – 1000 8 – 1000 M 8 – 1000 M-SG/MG	
Wireless User ISM	0 – Option 11C 0 – Option 61C/81C 0 – 1000 0 – 1000 M 0 – 1000 M-SG/MG	8 – Option 11C 8 – Option 61C/81C 8 – 1000 8 – 1000 M 8 – 1000 M-SG/MG	
IP User ISM	0 – Option 11C 0 – Option 61C/81C 0 – 1000 0 – 1000 M 0 – 1000 M-SG/MG	8 – Option 11C 8 – Option 61C/81C 8 – 1000 8 – 1000 M 8 – 1000 M-SG/MG	
Wireless Visitor User ISM	0 – Option 11C 0 – Option 61C/81C 0 – 1000 0 – 1000 M 0 – 1000 M-SG/MG	8 – Option 11C 8 – Option 61C/81C 8 – 1000 8 – 1000 M 8 – 1000 M-SG/MG	This ISM is only used in the European and Asia Pacific Regions
ACD Agents User ISM	10 – Option 11C 10 – Option 61C/81C 10 – 1000 10 – 1000 M 10 – 1000 M-SG/MG	1 – Option 11C 1 – Option 61C/81C 1 – 1000 1 – 1000 M 1 – 1000 M-SG/MG	

System ISMs

1. System ISMs are not Service Level dependent.
2. A single code is used for System ISMs for all systems and all Service Levels.
3. The following is a list of all System ISMs

ISM Mnemonics	New System Default Setting by System Type	Order Increment for New Systems and Expansions	Notes
Personal Call Assistant ISM	0 – Option 11C 0 – Option 61C/81C 0 – 1000 0 – 1000 M 0 – 1000 M-SG/MG	1 – Option 11C 1 – Option 61C/81C 1 – 1000 1 – 1000 M 1 – 1000 M-SG/MG	New for RIs 3.0 from CSE-MX program. These increments apply to a standalone M1,1000 & 1000M systems
ITG ISDN Trunk ISM	0 – Option 11C 0 – Option 61C/81C NA – 1000 NA – 1000 M NA – 1000 M-SG/MG	8 – Option 11C 8 – Option 61C/81C NA – 1000 0 – 1000 M 0 – 1000 M-SG/MG	
IP Peer H323 Trunk ISM	NA – Option 11C NA – Option 61C/81C 0 – 1000 0 – 1000 M 0 – 1000 M-SG/MG	NA – Option 11C NA – Option 61C/81C 1 – 1000 1 – 1000 M 1 – 1000 M-SG/MG	
AST ISM	0 – Option 11C 0 – Option 61C/81C 0 – 1000 0 – 1000 M 0 – 1000 M-SG/MG	1 – Option 11C 1 – Option 61C/81C 1 – 1000 1 – 1000 M 1 – 1000 M-SG/MG	
RAN CON ISM	0 – Option 11C 0 – Option 61C/81C 0 – 1000 0 – 1000 M 0 – 1000 M-SG/MG	1 – Option 11C 1 – Option 61C/81C 1 – 1000 1 – 1000 M 1 – 1000 M-SG/MG	
MUS CON ISM	0 – Option 11C 0 – Option 61C/81C 0 – 1000 0 – 1000 M 0 – 1000 M-SG/MG	1 – Option 11C 1 – Option 61C/81C 1 – 1000 1 – 1000 M 1 – 1000 M-SG/MG	
Survivability ISM	0 – Option 11C NA – Option 61C/81C 1 – 1000 0 – 1000 M NA – 1000 M-SG/MG	1 – Option 11C NA – Option 61C/81C 1 – 1000 1 – 1000 M NA – 1000 M-SG/MG	

NA = Not Applicable

For upgrades to Succession 3.0, OrderPro will calculate the ISM setting under CVSD based on the data that it gathers from the switch. For new systems the default values for each ISM will be used.

Q7b: What about all the other ISMs that I am used to seeing?

All of the remaining ISMs are Nortel Networks Factory Pre Set ISMs and are included in every keycode automatically. Nortel Networks Factory Pre Set ISMs are set to the maximum values and can not be incremented. Setting these ISMs to the maximum, allows the functionality supported by these ISMs to be configured in software at any time to meet customer needs.

Nortel Networks Factory Pre Set ISMs

TNS	2500 – Option 11C 32760 – Opt 61C/81C 2500 – 1000 2500 – 1000 M 32760 – 1000 M-SG/MG	ACDN	300 – Option 11C 24000 – Opt 61C/81C 300 – 1000 300 – 1000 M 24000 – 1000 M-SG/MG
AML	16 – Option 11C 16 – Opt 61C/81C 16 – 1000 16 – 1000 M 16 – 1000 M-SG/MG	BRAND	2 – Option 11C 2 – Option 61C/81C 2 – 1000 2 – 1000 M 2 – 1000 M-SG/MG
LTID	0 – Option 11C 32760 – Opt 61C/81C NA – 1000 NA – 1000 M 32760 – 1000 M-SG/MG	RAN RTE	500 – Option 11C 512 – Option 61C/81C 500 – 1000 500 – 1000 M 512 – 1000 M-SG/MG
ATTENDANT CONSOLES	2500 – Option 11C 32760 – Opt 61C/81C 2500 – 1000 2500 – 1000 M 32760 – 1000 M-SG/MG	BRI DSL	150 – Option 11C 10000 – Opt 61C/81C 150 – 1000 150 – 1000 M 10000 – 1000 M-SG/MG
MPH DSL	100 – Option 11C 64 – Option 61C/81C 100 – 1000 100 – 1000 M 64 – 1000 M-SG/MG	DATA PORTS	2500 – Option 11C 32760 – Opt 61C/81C 2500 – 1000 2500 – 1000 M 32760 – 1000 M-SG/MG
PHANTOM PORTS	2500 – Option 11C 32760 – Opt 61C/81C 2500 – 1000 2500 – 1000 M 32760 – 1000 M-SG/MG	TRADITIONAL TRUNKS	2500 – Option 11C 32760 – Opt 61C/81C 2500 – 1000 2500 – 1000 M 32760 – 1000 M-SG/MG
DCH	80 – Option 11C 254 – Option 61C/81C 80 – 1000 80 – 1000 M 254 – 1000M-SG/MG	TMDI D - CHANNELS	64 – Option 11C NA – Option 61C/81C 64 – 1000 64 – 1000 M NA – 1000 M-SG/MG

NA = Not Applicable

Q8: Does CVSD have anything to do with NetPrice and functionality based pricing?

A: No. NetPrice and FBP are proliferated throughout Europe and Asia Pacific, but there is no correlation to North America. For those channel partners utilizing NetPrice today, NetPrice will not change from a Functional point of view. However, NetPrice will adopt the new CVSD Software Structure (NetPrice previously used an 8 Service Level structure, and now will use the 5 Service Level structure) and the ISMs of the CVSD structure will be used globally. Although NetPrice has always used ISMs, they have not used them in the format that CVSD does now.

Q9: If OrderPro is not required for Pre Release 15 upgrades, then what is the process to upgrade these systems?

A: A Pre-Release 15 customer will receive credit for their existing software features and capacities when upgrading to Succession 3.0 and a new hardware configuration. In order to received this credit they will have to declare their current software configuration as follows:

Software Service Levels

The following codes are used to declare the software options installed on the system. The correct code is identified by mapping the installed system software features to the appropriate Software Service Level. The system will map to the lowest Service Level that includes all of the software features currently installed on the system.

These software order codes will automatically provision keycode, Software CD, Documentation CD and GRB in accordance to the target system to which the channel partner is upgrading.

PEC Code	CPC Code	Description
NTE950AA	A0518654	System Software Upgrade to Business Services from <R15
NTE950AB	A0518655	System Software Upgrade to Enhanced Business Services from <R15
NTE950AC	A0518656	System Software Upgrade to Advanced Call Center from <R15
NTE950AD	A0518657	System Software Upgrade to Advanced Network Services from <R15
NTE950AE	A0518658	System Software Upgrade to Premium Network Services from <R15

The tables below identify the appropriate software level for the Americas (Canada, United States, Caribbean and Latin America (CALA)).

Pre Release 15 System Software Option to Service Level Matrix for Canada and United States

Level 4 Premium Network Services When both Levels 3A and 3B are required.	
Level 3A Advanced Call Center Services 50, 114, 155	Level 3B Advanced Network Services 37, 38, 39, 62, 67, 159,
Level 2 Enhanced Business Services 2, 26, 27, 42, 43, 60, 63, 86, 116, 118, 147, 148, 149	
Level 1 Business Services 0, 1, 4, 5, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 23, 24, 25, 28, 29, 32, 33, 34, 35, 36, 40, 41, 44, 45, 46, 47, 48, 49, 51, 52, 53, 54, 55, 56, 57, 58, 59, 61, 64, 70, 71, 72, 73, 74, 75, 76, 77, 79, 80, 81, 83, 87, 88, 89, 90, 91, 92, 93, 95, 98, 99, 100, 101, 102, 103, 105, 107, 108, 109, 110, 111, 113, 115, 117, 119, 121, 125, 127, 129, 132, 133, 139, 141, 145, 146, 150, 151, 153, 154, 157, 160, 161, 170	

Pre Release 15 System Software Option to Service Level Matrix for the CALA Region

Level 4 Premium Network Services When both Levels 3A and 3B are required	
Level 3A Advanced Call Center Services 50, 114, 155	Level 3B Advanced Network Services 37, 38, 39, 62, 67, 159

Level 2 Enhanced Business Services 2, 26, 27, 42, 43, 60, 63, 86, 116, 118, 147, 148, 149

Level 1 Business Services 0, 1, 4, 5, 7, 8, 9, 10, 11, 12, 13, 14, 16, 17, 18, 19, 20, 21, 23, 24, 25, 28, 29, 32, 33, 34, 35, 36, 40, 41, 44, 45, 46, 47, 48, 49, 51, 52, 53, 54, 55, 56, 57, 58, 59, 61, 64, 70, 71, 72, 73, 74, 75, 76, 77, 79, 80, 81, 83, 87, 88, 89, 90, 91, 92, 93, 95, 98, 99, 100, 101, 102, 103, 104, 105, 107, 108, 109, 110, 111, 113, 115, 117, 119, 125, 127, 128, 129, 131, 132, 133, 134, 135, 137, 138, 139, 141, 143, 144, 145, 146, 150, 151, 153, 154, 157, 160, 161, 169, 170
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USER ISM

The following codes are used to declare the number of ISMs installed on the system.

PEC Code	CPC Code	Description
NTE958AA	A0518662	8 Analog User ISM from <R15 to Current
NTE958DA	A0518663	8 Digital User ISM from <R15 to Current
NTE958GA	A0518664	ACD Agent ISM from <R15 to Current

The maximum and minimum number of Analog and Digital User ISMs, based on the type of system from which the channel partner is migrating, are identified in the table below.

Existing System Type	Analog+Digital Minimum ISM Level	Analog+Digital Maximum ISM Level	Maximum ACD Agent ISM Level
S	100	200	60
A	100	400	60
M	100	500	120
MS	100	500	120
L	100	1500	120
LE	100	1500	500
N	100	1500	500
VL	100	3000	200
VLE	100	4000	500
XL	100	5000	1000
XN	100	6000	1000
SN	100	500	120
ST	100	800	120
STE	100	800	120
RT	100	800	400
NT	100	2000	500
XT	100	8500	1000

Channel partners must submit a printout of LD22 from the upgraded System in order to process the conversion order. This printout will be used for verification in case of discrepancies with the record in the Software History Database.

Q10: If the customer is not changing service levels or expanding, what is the price difference to upgrade to Succession 3 versus today's flat fee (599 transaction fee)?

A: The Succession 3.0 upgrade price is based on the total number of users (including wired for users) upgrading from the current release to Succession 3.0. The 599 transaction fee is eliminated with CVSD (Succession 3.0). See the 60 or 30 Day Product Notice and/or see your Account prime for specific pricing details.

Q11: How is the Keycode Retrieval System (KRS) changing as a result of Customer Value Software Delivery project (CVSD)?

A: There are two significant changes to KRS and the associated keycode retrieval process.

1. A channel partner will be able to access KRS on line and request a new keycode to either exchange analog ISMs for digital ISMs or vice versa on the same system, and/or move ISMs (like for like – i.e. Analog to Analog) between systems on a network. Note: the systems must be on the same release of software and at the same Service Level and belong to the same customer.
2. Channel partners will be allowed to purchase ISM-based software increments as merchandise via a unique software authorization codes. This allows a simplified activation of the software authorization codes via the Keycode Retrieval System (KRS) and retrieval of keycodes for the increment within the same KRS experience.

ORDERPRO

Q12: What is OrderPro?

A: OrderPro is a PC-based software application used during a Meridian 1 to Succession 3.0 upgrade to translate a PBX's current capabilities/capacities to their equivalent in the new Customer Value Software Delivery (CVSD) structure. The translation is based on information OrderPro gathers by querying the Meridian 1 system-hardware and software.

OrderPro outputs a report and an encrypted file (.OPI), containing the equivalent ISM values and Software Service Level. The .OPI file is sent to Nortel Networks and is used to create the upgrade keycode and to update the software history database. Meridian Configurator continues to be used following OrderPro to generate upgrade configurations. The number of users being upgraded to Succession 3.0, from the OrderPro Report, must be entered into Meridian Configurator by the user.

For the Americas:

- Channel partners must send the encrypted OrderPro (.OPI) file to Nortel Networks via FTP or the web with every Release 15 and later upgrade order
- Purchase orders for upgrades to Succession 3.0 must reference the corresponding .OPI filename in the text of the order to be executed by Nortel
- The purchased quantity of the "Upgrade to Succession 3.0" code on the upgrade purchase order must match the Upgrade Quantity exactly, as output by OrderPro in the Summary Report.

For Europe and Asia Pacific (FBP):

- Channel partners using Nortel Networks Enterprise Configurator (NetPrice) will continue to upload the .OPI file into NNEC as they do today to complete the standard upgrade quote process

Q13: When must I use OrderPro?

A:

For the Americas: OrderPro is used only for upgrades to Succession 3.0 or later for the first time. OrderPro is used only once per Meridian system to perform the initial translation to CVSD and is not required for future upgrades or expansions. OrderPro is required for upgrades to Succession 3.0 or later for all large and small Meridian 1 systems running Meridian 1 Release 15 and later.

For Europe and Asia Pacific (FBP): OrderPro is required only for upgrades of pre-FBP Release 15 and later Meridian systems to Functionality Based Pricing (FBP). Systems already on FBP (even the 8 bundle structure) do not require OrderPro to upgrade to Succession 3.0.

Global: OrderPro usage is **NOT** required for:

- **New systems**
- **Succession 1000** Release 1.0/2.0 systems upgrading to Succession 3.0
- **Any system already on the CVSD** software structure whether the system is being expanded or upgraded
- **Meridian 1 Pre-Release 15 upgrades to CVSD** – OrderPro does not support Release 14 or earlier. A simple manual process is employed for those upgrades.

Q14: How long will OrderPro be required for Meridian upgrades?

A: OrderPro usage is estimated to be required for the next 10 years until Meridian Release 25.40 and lower releases are retired.

Q15: What release of OrderPro will I require to upgrade to Succession 3.0?

A: Release 6.0.9 or later will be required.

Q16: What are the key channel partner dates associated with Succession 3.0 and OrderPro?

A: Important channel partner dates for OrderPro and Succession 3.0 are as follows:

OrderPro Test Phase 1- EUROPE Version of tool ready for process development and initial testing. To all channel partners.	04/15/03-07/14/03
OrderPro Test Phase 2- Global version of tool ready for testing	07/14/03-10/03/03
Final Test Advanced Access of Meridian Configurator and OrderPro	10/06/03
General Availability of OrderPro and Meridian Configurator	10/24/03

Q17: Has the OrderPro software been used in a production environment before?

A: Yes, has been used in Europe and Asia Pacific successfully since Release 24

Q18: What are the key differences between the version of OrderPro used today on Europe and Asia Pacific and the Global version for Succession 3.0?

A: The basic functionality included in the earlier version of the tool (5.4.x) will not change. OrderPro will be a global tool that supports all regions. Unique North American hardware and software releases are being added, as well as the 5 new Service Levels and the ISMs of the CVSD software structure.

Q19: When do Nortel Network's channel partners need to start preparing for Succession 3.0 and the OrderPro software?

A: Now. OrderPro is mandatory for all Meridian 1 Release 15 and later upgrades to Succession 3.0.

Q20: How can channel partners obtain a copy of the OrderPro software?

A: Please see **Appendix A** to this document.

Q21: Is OrderPro an untethered tool? Is it web based?

A: OrderPro is a PC based tool that is downloadable to a PC, however, connection to the switch that is being upgraded is required for a portion of the OrderPro process. This connection can be made by modem, direct connect, or telnet. Also the .OPI file must be sent via FTP or the web to Nortel Networks.

Q22: How does OrderPro work?

A: While connected to the switch via modem, direct connection, or telnet, OrderPro gathers information by running overlay commands and it saves the gathered information in a LOG file. OrderPro gathers hardware and software information from LD 81, LD 83 and LD 22, LD 97, LD 32, and LD 20 and stores the results in the LOG file.

The log file is stored on the PC that is running OrderPro. Once the log file is created, the connection to the switch can be closed.

In OrderPro, the user selects the LOAD button to use the information in the log file to calculate the equivalent Software Service Level and ISM settings.

Q23: What does OrderPro output?

A: OrderPro produces:

1. A Log File – This text file is stored on the OrderPro user's PC and is used either immediately or later to calculate the equivalent Software Service Level and ISM settings and to generate the .OPI file used by Nortel Networks
2. A Summary Report – The report can be viewed in OrderPro, printed and saved as a text file
3. A Detailed Report – The report can be viewed in OrderPro, printed and saved as a text file
4. An Encrypted .OPI File – The file includes the information from the Summary Report, can be saved to the OrderPro PC, and is sent to Nortel Networks for use in creating the upgrade keycode and updating the software history database

Please refer to the OrderPro user guide for examples of the reports.

Q24: What is the purpose of the upgrade quantity generated by OrderPro?

A: OrderPro uses the data captured in the log file and in the decisions made by the user to determine the correct user upgrade quantity.

Upgrade Quantity = Total Analog ISM + Total Digital ISM + Class ISM + Wireless ISM + Internet Telephones ISM

The upgrade quantity multiplied by the Upgrade to Succession 3.0 upgrade code will identify the upgrade price for the system. The upgrade quantity is used to identify the upgrade price for the system and is a field that will be cross checked to ensure an exact match between the Purchase Order and the .OPI file.

Q25: How does OrderPro interact with Meridian Configurator?

A: OrderPro output is not integrated with Meridian Configurator (MC). The Upgrade Quantity as calculated by OrderPro will need to be manually entered into MC. All other upgrade information will need to be entered into MC as done today with Release 25.40.

An optional field in Meridian Configurator allows the user to input the .OPI file name in order to logically associate the file name with the Meridian Configurator quote reference number. This association can be helpful in communicating to purchasing/order placement personnel the .OPI file name to be added to the purchase order.

Q26: What are the constraints between the timing of OrderPro usage and the generation of a quote (including those quotes generated by Meridian Configurator)

A: If configuration changes are made between the time OrderPro is run to quote the upgrade to the time the upgrade Order is placed, a second run of OrderPro is highly recommended. If the earlier output from OrderPro is used, the added configuration information will not be captured in the keycode created, and the added functionality will be lost when the system is upgraded to Succession 3.0.

Q27: What happens after OrderPro is run on an existing switch?

A: After the .OPI file is created in OrderPro, the channel partner is responsible for:

- Ensuring the .OPI file is transmitted to Nortel Networks. OrderPro will send the file via FTP to Nortel Networks if the PC is connected to a network or the .OPI file can manually be transmitted via the Web at the user's convenience
- The upgrade order contains a reference within the notes section to the exact name of the .OPI file that was sent to Nortel.
- The purchased quantity of the "Upgrade to Succession 3.0" code on the upgrade purchase order matches the Upgrade Quantity exactly, as output by OrderPro in the Summary Report.

Q28: How does the OrderPro log file arrive to Nortel? Is it secure?

A: Once the .log file is loaded in OrderPro, the channel partner OrderPro user will select the "Generate and Send" button and OrderPro will automatically FTP the .OPI file to Nortel if the user is connected to an external network. If they are not connected then they will be required to send the file via FTP or a web browser when they are connected to a network. Email submissions are also available – see the OrderPro User Manual for additional details.

OrderPro includes encryption capabilities that will encrypt the .OPI file to ensure secure transmission. The .OPI file will be posted to a server outside Nortel Networks firewall. This server will be polled every 30 seconds for files, and once the files are retrieved and brought inside Nortel's firewall, the original file transmitted from the channel partner is deleted. The .OPI file is routed to Nortel Network's backend order fulfillment systems to be held until the order is finalized and the file needs to be called up to generate the keycode and update the software history database.

Q29: What requirements exist for Succession 3.0 Upgrade orders?

A: Three conditions must be met on Meridian 1 Release 15 or later to Succession 3.0 upgrade orders:

- 1) OrderPro 6.0 or later must be executed on the switch being upgraded
- 2) The channel partner/end user must "submit" the .OPI file to Nortel Networks via secure FTP or via the Web
- 3) The channel partner must submit a valid purchase order referencing the .OPI filename within any notes field in the Purchase Order. The purchased quantity of the "Upgrade to Succession 3.0" code must match the Upgrade Quantity exactly, as output by OrderPro.

Q30: How are channel partners assured that their OrderPro file has been delivered to Nortel?

A: The OrderPro FTP function and the Web delivery function will indicate whether the file was delivered successfully. A notification of successful delivery to the Nortel external server means Nortel Networks has received the file. The channel partner will be notified by Order Management at the time they submit their upgrade purchase order if there are any problems.

Q31: In what Purchase Order field should channel partners input their OrderPro .OPI filename for a Succession 3.0 switch?

A: See the answer to question 42 for exact reference for the .OPI in B2B transactions.

Q32: What is the naming nomenclature for the .OPI file and how does the channel partner ensure they are unique?

A: The OrderPro .OPI file will be named automatically by OrderPro, and the user will not have any option to rename the file. The .OPI file will have the following format:

Serial #_Date_Time.OPI where:

Serial #: The serial number of the system read from the OrderPro log file

Date: The date the log file extraction was made – from LD 2 – in the format **dd/mm/yyyy**

Time: The time the log file extraction was made – from LD 2 – in the format **hh/mm**

.OPI: OrderPro file extension, in **UPPER CASE**

Q33: What happens if a channel partner submits an OrderPro .OPI file to Nortel Networks and the switch configuration changes before the actual purchase order for the upgrade is placed?

A: The OrderPro software must be re-run to generate a new Log file and the resulting .OPI file must be transmitted to Nortel Networks, and a new purchase order must be submitted.

All orders received with outdated .OPI files will be placed on hold until a correct file and purchase order are received.

Q34: What happens if a channel partner submits a purchase order with an incorrect .OPI filename?

A: The order will be placed on hold, and the channel partner will be required to submit a change order referencing the correct .OPI filename. The .OPI filename on the Purchase Order must be an **exact** match to the filename of the .OPI file created by OrderPro and sent to Nortel Networks.

Q35: What is the process for submitting .OPI files to Nortel Networks when there are competitive bids for the same switch?

A: Since the .OPI file naming convention is based on the date and time the log file was extracted from the switch, multiple log files, one for each competing channel, will be required to ensure that the .OPI files do not overwrite each other on the Nortel Networks server.

Either the competing channel partners or the end customer can use OrderPro to generate the log files needed for competitive bidding purposes. All of the resulting .OPI files will be housed on a secure Nortel Networks server.

The channel partner who wins the upgrade bid and places the upgrade purchase order is responsible for making an exact reference to the .OPI filename within their purchase order. Nortel will only execute the .OPI file that is on the purchase order for the upgrade.

Q36: How will Nortel Networks know which .OPI file to use when there are competitive bids for the same switch?

A: The channel partner who wins the upgrade bid and places the upgrade Purchase Order is responsible for making an exact reference to the .OPI filename within their purchase order. Nortel will only execute the .OPI file that is on the purchase order for the upgrade.

Q37: Who should channel partners contact if they have questions about where to place the .OPI filename on their purchase orders?

A: Channel partners should work with the account team prime or channel implementation primes if they are utilizing B2B transactions. For those accounts with Customer Fulfillment Leaders (CFLs), these Nortel Networks representatives can also ensure that you are within process for OrderPro execution.

All channel partners conducting business via B2B transactions can place the .OPI filename in any notes field within the purchase order transaction. Nortel Networks will bring in the inbound purchase order transaction, and run a script searching for any characters followed by "*.OPI", at which point the exact .OPI filename will be pulled into Nortel Networks backend systems.

B2B channel partners can use the following table for standard X12:

ANSI X12 Version	Where to map .OPI reference In EDI Transaction (850s)
ANSI Version 4010 and higher	N9 Loop
ANSI Versions Earlier than 4010	NTE (using existing mapped qualifiers)

Q38: How does Nortel Networks use the .OPI filename once it arrives?

A: Nortel Networks will utilize the information contained in the .OPI file to create a key code and update the software history database. The file will also be used to verify the accuracy of the upgrade order.

Q39: Is Meridian Configurator required for Succession 3.0 orders?

A: If you are a channel partner that is currently utilizing Meridian Configurator, then you should submit your Meridian Configurator output, along with the purchase order, and .OPI filename reference.

Q40: Who should channel partners contact if they have questions about Succession 3.0 or OrderPro?

A: They should contact their Nortel DSM (Direct Sales Manager).

Q41: How does OrderPro convert my existing packaging into one of the 5 Service Levels in CVSD?

A: OrderPro will calculate the equivalent Service Level and report it as the detected Service Level. The equivalent Service Level is the lowest level in the new structure that includes all of the software feature packages that are currently installed on the system (from LD 22 PKG). The channel partner will receive all of the features in the Service Level identified and as such most systems will likely gain new features in the transition to the new structure.

Q42: Do channel partners have to accept the Software Service Level that OrderPro calculates for them, or can they upgrade or downgrade from this classification? How is this done?

A: Downgrading from the detected Service Level

In OrderPro, you may choose to downgrade the detected Service Level to any lower level. The new chosen Service Level will be reported as the desired Service Level. If no downgrade is selected then the detected and the desired Service Level will be the same, and will be the Service Level as calculated by OrderPro.

If a lower Service Level is chosen, the features that will be lost as a result of the downgrade will be identified.

NOTE: Channels will be responsible prior to the Succession 3.0 upgrade for removing the data associated with features in order to prevent data conversion problems during the upgrade.

Upgrading Service Levels

Service Level upgrades are a chargeable activity. The Service Level can be upgraded by purchasing the appropriate software Service Level upgrade code for the number of ISMs on the system, and ensuring that it is on your purchase order. You can not upgrade Service Levels from within OrderPro.

Q43: Why would I choose to downgrade my system to a lower Service Level?

A: Service ISMs are chargeable based on the Software Service Level of the system. The higher the Service Level the more expensive the Service ISMs. If OrderPro calculates an equivalent Software Service Level as a result of a feature that you are not using, then you will pay a higher price for the service ISMs, or users, at that level.

Q44: How does OrderPro calculate my ISM settings under the new CVSD structure?

A: OrderPro will calculate the settings for all Service and System ISMs based on the configuration information that it gathers from the system. OrderPro provides an option to allocate unconfigured capacity as either Analog User ISMs or Digital User ISMs. This election will be shown in the OrderPro reports as Wired for Analog and Wired for Digital. The Wired For allocations are chosen by the OrderPro user when loading the log file in OrderPro.

The number of Analog User ISMs that will be included in the keycode will be the Total Analog User ISMs value where:

Total Analog User ISM* = Analog User ISM + Wired for Analog User ISM where

* = Rounded up to nearest number divisible by 8 since sold in units of 8

Analog User ISM = The amount of analog users configured on the system as seen by OrderPro

Wired for Analog User ISM = The portion of the OrderPro calculated unconfigured capacity on the system allocated by user as Analog

The number of Digital User ISMs that will be included in the keycode will be the Total Digital ISMs where:

Total Digital User ISM* = Digital ISM + Wired for Digital User ISM where

* = Rounded up to nearest number divisible by 8 since sold in units of 8

Digital User ISM = The amount of analog users configured on the system as seen by OrderPro

Wired for Digital User ISM = The portion of the OrderPro calculated unconfigured capacity on the system allocated by user as Digital

In the US Market – OrderPro allows the **unused** TNs from LD 22 to be allocated as either Analog User ISMs or Digital User ISMs.

In the Canadian and CALA Market – OrderPro allows the capacity for unconfigured units and spare IPE card slots to be allocated as either Analog User ISMs or Digital User ISMs.

Q45: Do channel partners have to accept the ISM settings that OrderPro calculates for them, or can they upgrade or downgrade from this classification? How is this done?

A: Downgrade of Configured Service and System ISMs

OrderPro provides the equivalent ISM settings based on the current configured quantities on the system. There is no option within OrderPro to reduce the number of equivalent configured ISMs. If the quantity of any of the equivalent Service or System ISMs is to be lowered, then the programming associated with the ISM, must be removed from the Meridian 1 database. Once this is done, and if OrderPro is rerun for the system, then the equivalent Service and System ISMs will reflect the new database configuration.

Downgrade of Unconfigured Service and System ISMs

OrderPro allows the user to allocate any amount of the unconfigured capacity as Analog user ISMs or Digital User ISMs. The user can choose any amount from 0 to the amount calculated by OrderPro. If they desire to carry forward a lower value of “spare” capacity – they simply need to select a smaller wired for value in OrderPro.

Upgrade of Equivalent Service and System ISMs

OrderPro calculates the equivalent number of System and Service ISMs that are on the existing system, and ensures that these are provided during the upgrade. It is a chargeable activity to

increase the ISM values beyond the OrderPro calculated equivalents. Service and system ISMs are added by simply ordering the appropriate number of each ISM required.

Q46: Why would I not choose to carry forward all the unconfigured capacity that I have on my system today?

A: If a system is carrying additional spare capacity that will never be used, that capacity will be charged for on all upgrades. The upgrade to Succession 3.0, Service Level upgrades and all future upgrades are based on the number of Total Analog + CLASS+ Total Digital+ Internet Telephone + Wireless users on your system.

Q47: How does OrderPro calculate the spare capacity on a system?

A: The answer is different for TN and non-TN based systems:

For TN based systems:

OrderPro will calculate the unused capacity totally based on the UNUSED TNs from LD 22. So if only 2 ports were configured on a digital line card, OrderPro would allocate the 2 ports used on the card as configured (i.e. 2 Digital user ISMs) and would get the UNUSED capacity from LD 22 (LD 22 SLT LEFT TNs). This unused capacity can be allocated as analog and/or digital.

For non TN based systems (Large systems in Canada and Small systems in Canada prior to RIs 25.30):

OrderPro will allocate the unused ports on the card as the type of ISM for the card and will calculate the UNUSED capacity based on the unused card slots in the system. If a digital line card has 2 ports configured, then OrderPro will allocate 16 Digital ISMs (2 configured + 14 unconfigured) and then it would allow the user 16 ISMs per unused card slot to be allocated between Analog and Digital.

Q48: If a switch is over provisioned with TNs that a customer is not currently using, will OrderPro count them and provision them for the upgraded switch?

A: No, OrderPro will only count the PBX's "configured" Analog/Digital/CLASS/Wireless phone as default. Any un-equipped TNs as calculated by OrderPro are left to the users discretion to set up as "wired-for" Digital or Analog ISMs in the new keycode. This choice is made on the "Unequipped TNs Allocation" screen. OrderPro will display how many TNs are "unequipped" and available to use as "wired-for". (Note for Large Systems in Canada, where TNs were not sold, it is the Spare Slots that are allocated as "wired-for", not TNs.)

Regarding Terminology:

- "Configured" is the term used in the software programming to indicate ports/TNs that are equipped or in use.

- Any ports/TNs not configured in the software overlays are considered to be "un-equipped".

- When people say the TNs are "not in use" (i.e. the telephones/devices attached may be idle) they may still be "configured" in the software overlays. It is an important distinction to make as OrderPro looks at "configured" ports as being "in use".

- Before running OrderPro, any unused ports/devices should be removed from the configuration in the overlays (unless you want to carry over those ports).

Q49: If a customer has reduced its size and wants to down size the switch during their upgrade, what is the best way to implement the reduced size during the upgrade?

A: There are three major steps to execute in the following order.....

1) Remove the programming/configuration for the ports to be rid of using the M1 overlays or OTM. This has to be done before running OrderPro, as OrderPro counts "configured" digital/analog/CLASS/wireless (companion) ports as part of its calculations to set the new ISMs baseline values.

2) Run OrderPro as per normal process. It will count only the "configured" ports as the baseline "like for like" upgrade ISM values. The rest of the unequipped TNs (or physical spare slots for large systems in Canada) will be given as an option to include as "wired-for" digital or analog ports as per question 63. The user can select how many "wired-for" ports to carry over into the upgrade for future expansion.

3) The outputs from OrderPro, specifically the "Total upgrade quantity" from the OrderPro Summary Report, will need to be manually input into the "Installed Software" page in Meridian Configurator. The upgrade quantity, as calculated by OrderPro, is used to drive the qty of NTE950LL ("like for like" upgrade order code). This qty must match to the upgrade qty on the physical PO.

Q50: What happens if a customer wants to "de-feature" a switch during an upgrade? If the switch is using features that are in Service Level 3b and the customer wants to purchase Service Level 2, what happens in the switch?

A: The process of downgrading feature sets is allowed in OrderPro, but in a controlled manner. Features can not be removed one by one. Consider the following items:

- 1) OrderPro calculates the "Equivalent" Service Level your new keycode would have based on the current features switched on in your existing keycode.
- 2) If you decide the customer no longer uses the features unique to that Service Level, then you could downgrade your Service Level in OrderPro to the "Desired" Service Level.
- 3) The features that will be "lost" as part of the upgrade will be shown by OrderPro in the Summary Report. It is suggested to print the report and use it as part of the proposal to the customer to ensure that the customer is aware of the changes to avoid disputes later.
- 4) If you decide to proceed, the "Desired" service level is what will be contained in the OrderPro output file (.OPI) when you push the "send and save .OPI file" button.
- 5) In Meridian Configurator, you need to input the "Equivalent" Service Level in the Installed Software page and input the "Desired" service level in the "Proposed Software" page.
- 5b) Note any Optional Software Packages that you want to retain must be input in Proposed Software page, otherwise they will be lost.
- 6) When you have completed Meridian Configurator & the upgrade is planned to proceed, you MUST remove any programming associated with the features that will be "turned off" in the customers switch BEFORE installing the new keycode; otherwise, there could be data corruption issues.

Q51: Are older trunks like NTAK09 still supported on Option 11?

A: Yes installed NTAK09 cards will continue to function on Succession 3.0. The DCH ISM for small systems is set to 80.

Q52: Currently on Option 11 systems, AST's, Music broadcast, and RAN broadcast are set to default values. Will they be included in the future?

A: RAN Con, MUS Con and AST defaults for all New systems (including Option 11) on Succession 3.0 will be 0. During upgrade to Succession 3.0, OrderPro will give Option 11 systems the equivalent number of AST, RAN and Music connections that they are using (i.e. have programmed on the system).

Q53: Are IP Peer H323 trunks the same as virtual trunks on CSE2.0?

A: Yes. On CSE 2.0 the virtual trunks were counted under the ITG Trunks ISM. On Succession 3.0 they will be counted under the IP Peer H323 Trunks ISM. During upgrade to Succession 3.0 for CSE 2.0 systems, Nortel Order Systems will automatically convert any existing ITG Trunks ISM counts to IP Peer H323 Trunks (i.e. if you had 48 ITG Trunk ISM on CSE 2.0 you will have 0 ITG Trunk ISMs on Succession 3.0 and 48 IP Peer H323 Trunk ISMs).

Q54: Do Phantom ports count as users?

A: The Phantom Ports ISM is a pre-set ISM for Succession 3.0 and as such is set to 2500 for small systems and 32760 for large systems. Pre-set ISMs are not orderable and can not be incremented. As you program Phantom ports in software, you will see the available and used values in LD22 changing, but since they are set to such a high value you will never need to be concerned about them.

Q55: Does a CLASS set require an Analogue ISM and a CLASS ISM?

A: No - a CLASS set is only counted under the CLASS ISM count.

Q56: Is there software licensing on trunks?

A: Internet Trunks (ITG Trunks, IP Peer H323 Trunks) are controlled by ISMs (ITG Trunk ISM and the IP Peer H323 ISM) and are chargeable. Traditional Trunks (Analog trunks, DTI trunks, PRI trunks...) are counted under the Traditional trunks ISM, which is a Pre-set ISM for Succession 3.0 and as such is set to 2500 for small systems and 32760 for large systems. Pre-set ISMs are not orderable and can not be incremented. As you program traditional trunks in software, you will see the avail and used values in LD22 changing, but since they are set to such a high value you will never need to be concerned about them.

Q57: Is EPE equipment detected with OrderPro?

A: No, OrderPro can not detect EPE cards, however configured EPE sets will be counted for the calculation of the equivalent ISM values (per the LD 81 count).

Q58: Do I need to update/out the EPE sets on my system prior to upgrade to Succession 3.0?

A: No - you can out them after the upgrade to Succession 3.0. The TNs configured on PE/EPE shelves will be disabled after the upgrade to Succession 3.0. The craftsperson will be able TO OUT the disabled TNs after the upgrade, but will not be able to change or enable a TN that has been disabled.

When the system is being installed / upgraded to the Succession 3.0 core software, a warning message will be prompted to the user. This must be acknowledged by the user to proceed with the installation/upgrade. This warning message will be applicable to all large systems.

"WARNING:

This S/W release does not support TNs configured on PE/EPE shelves.

Upgrading to this software release will permanently disable all TN's configured on PE/EPE and will not allow new TN's to be configured."

The response to this message from the user must be 'YES' in order to proceed with the install/upgrade process. If 'YES' is entered by the user, the user will be given the main menu of the upgrade. If the user enters 'NO' for this message, then the user will be exited out of the install process and the system will be restored back to the previous release.

Q59: Can you convert from Digital User ISM to Internet Telephone user ISM during the upgrade?

A: No. There is marketing program being designed for conversion of Digital User ISM to Internet Telephone User ISMs.

Q60: Does the ITG trunk card need to be plugged in and configured to be recognized with OrderPro and for the correct ITG Trunk ISMs to be allocated?

A: For Large Systems, the ITG card need only be installed in the system - it does not need to be programmed. OrderPro will assign one ITG Trunk ISM for every port available on the card. So a 32 port ITG Trunk card will be allocated 32 ITG Trunk ISMs.

For a small system, the ITG Trunk card needs to be programmed. OrderPro will allocate the number of ITG trunk ports that are used/programmed in the system.

Q61: When upgrading to a higher Service Level do you get a credit for ISM's?

A: No, but you will only pay for the delta between your current level and the new level.

Q62: If the customer is not changing service levels or expanding, what is the price difference to upgrade to Succession 3 versus today's flat fee (599 transaction fee)?

A: The Succession 3.0 upgrade price is based on the total number of users (including wired for users) upgrading from the current release to Succession 3.0. The 599 transaction fee is eliminated with CVSD (Succession 3.0). See the 60 or 30 Day Product Notice and/or see your Account prime for specific pricing details.

Q63: How will emergency keycode requests be managed? It is believed that during the introduction phase of Succession 3.0 and CVSD there will be errors in keycodes that will need to be fixed quickly.

A: There is no plan to change the Emergency keycode process that is in place today.

However, a "fast track" process for keycode only orders is being reviewed. This process will ensure that orders placed with software ISM content only are expedited and processed as quickly as possible. A product bulletin will announce this process when it is available.

Longer term: The authorization code software process will be available early in 2004. This will allow Software ISMs to be purchased without linking the ISMs to a serial number. The link to the serial number is made on KRS, by the channel partner, when the software ISM is required. Using this process the keycode is available within minutes on the KRS (Keycode Retrieval System).

Q64: Are 802.11 wireless sets counted under the Internet Telephone ISM?

A: 802.11 sets emulate Digital sets and are counted under the Digital User ISM.

Q65: Can an Option 51C upgrade the processor to CP3? Should there be a code for this kind of processor change?

A: Upgrades from CP1 or CP2 to CP3 for an Option 51C are not supported with Succession 3.0. An Option 51C must be on a CP3 or CP4 processor to upgrade to Succession 3.0. Option 51C systems with either CP1 or CP2 processors must upgrade to the CP4 processor.

Q66: Who should channel partners contact if they experience problems in accessing the OrderPro software?

A: Contact Nortel Networks Level 1 pre-GA support at (800)-4NORTEL, ERC 4040. Post GA support is available through the standard Meridian Configurator Tools Support line at (800)-4NORTEL, ERC 7103.

Q67: Who should channel partners contact if they are experiencing problems running the OrderPro software once they've obtained access?

A: Contact Nortel Networks Level 1 pre-GA support at (800)-4NORTEL, ERC 4040. Post GA support is available through the standard Meridian Configurator Tools Support line at (800)-4NORTEL, ERC 7103.

APPENDIX A

Access to OrderPro

Downloading OrderPro:

You can download the latest version of the OrderPro by connecting directly to the Nortel Networks Customer Support web site. You can go directly to the Customer Support site by using the following URL:

<http://www.nortelnetworks.com/support>

Alternatively, you can go to the Nortel Networks home page at:

<http://www.nortelnetworks.com/>

From this page select “Support” which will also take you to the Nortel Networks Customer Support site.

From here:

1. Please select “Log In” from the left side menu.
2. You will then be asked to enter your SAM User ID and Password.
3. Your personalised Customer Support Screen will then be presented.
4. Select the “Products” hyperlink from the menu options on the left hand side
5. From the Alphabetical listing presented, select “O”
6. Scroll down the list of products until you find “OrderPro”
7. Select “Software”
8. This takes you to the location to download OrderPro. Select “OrderPro v6.0.9 Release”
9. Select File Download: option to download an executable file containing the current version of OrderPro. Download this OrderPro.exe file to your PC.

Note: On Step 7 above you also have the option to select “Add to my Products”. By selecting this option will save the option to download OrderPro in your personal profile.

- Select “Add to my Products”
- Under MY Products on the left hand menu, you will now have OrderPro as an option in the drop down menu.

Once the OrderPro executable has been downloaded and saved to your PC you are ready to commence the installation.

1. Exit all Windows programs. This is strongly recommended.
2. Run the executable file. A wizard will start which will guide you through the installation procedure.
3. For users running the latest Windows operating systems, you will be prompted that the system is about overwrite a few newer files and that it is

“strongly recommended that you keep your existing file.” The older files are included to ensure operability with older Windows systems.

4. A User Guide is available once the installation is completed. It is recommended you read this guide before using OrderPro.
5. When the application is first started users need to establish their Default Settings including setting Canada, CALA or US as the Site Location. You can do this by selecting “File” then “System Defaults” then “Site Location”.